



**UNIVERSITI KUALA LUMPUR  
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

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**FINAL EXAMINATION  
JANUARY 2016 SEMESTER**

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**COURSE CODE : JFB 30403**  
**COURSE TITLE : FACILITIES ASSET MANAGEMENT**  
**PROGRAMME LEVEL : BACHELOR**  
**DATE : 22 MAY 2016**  
**TIME : 2.30 PM – 05.30 PM**  
**DURATION : 3 HOURS**

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**INSTRUCTIONS TO CANDIDATES**

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- 1. Please read the instructions given in the question paper CAREFULLY.**
  - 2. This question paper is printed on both sides of the paper.**
  - 3. This question paper consists of TWO (2) sections.**
  - 4. Answer ALL questions in Section A. Choose THREE (3) questions in section B.**
  - 5. Please write your answers on the answer booklet provided.**
  - 6. Please answer all questions in English only.**
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**THERE ARE 3 PAGES OF QUESTIONS EXCLUDING THIS PAGE.**

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**SECTION A (Total: 40 marks)**

**INSTRUCTION: Answer ALL questions.**  
**Please use the answer sheet provided.**

**Question 1**

Facility Management, (FM) is a fairly new business and management discipline to the private sector. In the public sector, however, it has been practiced as post engineering, public work, or plant administration for many years.

(a) Define the meaning of facilities management. (10 marks)

(b) Describe the Big Twelve (12) that every facility manager should take in managing facilities and his department successfully. (10 marks)

**Question 2**

Financial forecasts are one of the bridges that allow the financial resources of a plan to be assessed and plan to be converted to budget.

(a) List **FIVE (5)** common sophisticated forecasting techniques that have been developed for financial forecasting. (10 marks)

(b) For larger organization, describe **THREE (3)** steps to be implemented for capital fund. (10 marks)

**SECTION B (Total: 60 marks)****INSTRUCTION: Choose THREE (3) questions only****Please use the answer booklet provided****Question 1**

One of the hottest topics of the past ten years within facility management are outsourcing and annual facility report.

(a) Explain **FIVE (5)** benefits of outsourcing within facility management component. (10 marks)

(b) Outline the format of comprehensive annual facilities report. (10 marks)

**Question 2**

Companies are always looking, especially in this economy, for ways to make their work more efficient. This means new projects need to be efficient and streamlined: no wasting a company's time or money. There is a high demand from corporations for technology that increases staff efficiency while keeping business costs reasonable. Poor project management is often the cause of lost revenue and resources for many businesses. Billions are lost every year due to poor project management like when projects are handled inefficiently, dragged out beyond deadlines, or high costs beyond their means. Many different skill sets are necessary to ensure effective project management.

(a) Differentiate between effective project management and effective project manager. (10 marks)

(a) Explain **FIVE (5)** common pitfalls during major construction projects. (10 marks)

**Question 3**

An additional measure that many organizations are adopting is the “carbon footprint” metric. Efforts to reduce emissions and measurements of existing and reduced carbon impacts are a new management metric utilized in many organizations.

- (a) Describe the methodology to measure carbon footprint in chemical industry plant.  
(10 marks)
- (b) Explain the main purpose of guidelines / standard “Building Research Establishment’s Environmental Assessment Model – BREEM” for United Kingdom.  
(10 marks)

**Question 4**

Preparing for emergencies is a continuous process. It involves a detailed and systematic examination of every aspect of a possible emergency. This is followed by sequence of logical steps which ultimately results in an emergency plan of action.

- (a) Describe **SIX (6)** steps of emergency preparation.  
(10 marks)
- (b) Explain **FIVE (5)** stages of emergency response according to the Federal Emergency Management Agency (FEMA).  
(10 marks)

**END OF EXAMINATION PAPER**